



POLICIES & PROCEDURES

IMPORTANT: NEW & CURRENT FAMILIES PLEASE READ THE FOLLOWING. UPDATES ARE MADE FREQUENTLY!

ANNUAL REGISTRATION FEE: All families will be charged a \$25.00 Annual Registration Fee. Due at time of registration or by your anniversary date. Non-transferable or refundable.

WHAT TO WEAR: A one piece leotard is required for girls ages 3 & up. Footless tights are acceptable. Bare feet or cotton socks. Hair away from face, in a ponytail, pig tails or braids. Girls should not wear bows or other large hair ornaments that may cause discomfort during activity. No jewelry please! Boys can wear t-shirt & shorts/sweat pants (not too baggy). No snaps, buckles or zippers. Be sure your student's personal items are marked with their name.

LOST & FOUND: Located in the Front Parent Observation Room. Anything left behind is donated to Good Will the 1st of every month. FVG is not responsible for items left behind.

ARRIVAL & PICK UP: Be sure your student arrives 10 minutes before (no earlier please) his/her scheduled class time. Children under 5 attending classes must have an adult on site to assist when needed. If your child is 5 or older, please stay with him/her until he/she has been taken into class. Please pick up your student on time and inform us if you know you will be late picking up your student. Instruct your student to wait inside the building and you must come inside to escort them from the building to your car. During peak times the parking lot is crowded. Please drive slowly and carefully. Do not take a chance on your student running to and from your car. **DO NOT PARK IN THE HANDICAP PARKING SPOTS IF YOU ARE NOT HANDICAP, EVEN IF YOU ARE JUST DROPPING A STUDENT OFF.** Also due to the limited amount of parking be sure to occupy one parking space and as centered to that space as possible.

WHERE TO WAIT: Children need to wait in the correct waiting room for their instructor to greet them and take them into the gym. For safety reasons children and parents are not allowed in the gym or on the equipment without an instructor. When necessary please use the bathrooms in the Main Hallway before class (this will help avoid monkey see, monkey do).

OBSERVATION AREA: Parents are welcome to stay, observe and relax in our parent observation rooms or shop in our Flip Flop Pro Shop. Please be courteous to all viewers and converse in soft voices. Parents & siblings are NOT allowed in the gyms. PLEASE, help us by abiding to these rules.

MAKE-UPS/ABSENCES:

(School Year Policy) Make-Ups are not guaranteed. One make-up class is allowed per full session (within the same session). You must sign-up in the office to schedule a make-up class. Please note, "You & Me" and "Rollie Pollies" can begin make-up classes the 2nd week of classes. All other classes may schedule make-ups between weeks 3 & 8 (weeks 1&2 are evaluation weeks). No make-ups the last week of class (awards week). **No refunds or credits for missed classes.** Please call if your child is going to be absent (to accommodate make-ups). In the event there is only one student in a class due to absences, the class time may be reduced to prevent fatigue to the child. Target class ratio is 6 to 1 (ages 3 & 4), 8 to 1 (ages 5+). Some days may have less due to absences and other days may have one more to accommodate a make-up student.

(Summer Policy) SUMMER CLASSES are priced per class giving you the flexibility to pick your days & weeks for Summer Programs based on your availability. Therefore, there are no make-ups or credits/refunds for missed classes. With a 48 hour advanced notice we may be able to arrange a class change if space allows. SUMMER CAMPS, there are No Refunds or Credits for missed days. Make-up days may be arranged, not guaranteed, only if space allows.

YOU & ME CLASS: CELL PHONE USE DURING CLASS TIME IS PROHIBITED. You must have your full attention on your child at all times to safely guide, assist and provide quality time. In case of an emergency you and your child may exit the gym area to take a call.

AGES 3 & 4: A parent/guardian is required to stay in the building for the duration of the class. Children ages 3 & 4 must be accompanied by an adult while using the bathrooms, leotards are difficult to get in and out of.

QUESTIONABLE WEATHER: Please call (860) 793-1616 to see if classes are running as scheduled or check our Facebook page for any weather updates. No refunds or credits for weather cancellations, make-up options will be provided.

HEALTH INSURANCE: Parents are required to provide and use their own medical insurance if needed. Also, our insurance company requires that we have this information on file as well as emergency contact information. Please keep us up-to-date with any account changes.

TUITION PAYMENTS: Tuition must be paid two weeks before the start of the session. A \$10.00 late fee will be applied for late payments unless other payment arrangements have been made. Families with 2+ children enrolled may sign up in advanced for our 2 payment option, second payment is due four weeks after 1st payment due date. Please call the office Mon. – Fri. 9:30AM to 7:30PM if you need account info. Evening office staff may not have access to this info. Accounts must be up-to-date in order to enroll in future sessions. Refunds only given before child attends second class (minus 10% processing fee). No refunds after second class. Credits may be given (minus 10% processing fee) for next session, depending on circumstances. **TUITION DUE DATES can be found on our Google Calendar at FVGandMore.com/calendar or you can view/print our calendar from FVGandMore.com/pdf/academiccalendar.pdf.**

The first name listed on the account is considered the account holder and is responsible for any and all balances on that account.

DROP PROCEDURE: PARENTS MUST NOTIFY THE OFFICE (NOT YOUR CHILD'S INSTRUCTOR) IN ORDER TO DROP A STUDENT FROM CLASS. Only a written notice via email, regular postal mail or hand delivered to our front desk will be acceptable.

PLEASE NOTE: You are responsible for payment for your student's classes WHETHER OR NOT YOUR STUDENT ATTENDS CLASS until the time you notify the staff VIA WRITTEN NOTICE. Please do not rely on your student to verbally let us know that he/she will no longer be attending classes. If a student stops coming to class without notification then that student's account will be charged full tuition. This charge will be for holding the student's place in that class instead of offering that place to one of the many on a waiting list.

NEXT SESSION INFO: Hold your child's spot for each class, each session with a deposit. Current session students have first right to their current class until the deadline date as posted on our calendars. After the deadline date all classes will be opened to outside enrollment. Renewal Reminders will be sent via email to the main email you have provided on your account. Please carefully read the details on how to reserve your spot and/or request a class change. **There is no leniency with failure to provide deposits by the given dates. We cannot remove a student who has filled a spot and we cannot go over ratio to accommodate people who have not put their deposits down. Going over ratio is not permitted due to insurance purposes and could become a liability.**

WAIT LISTS: Wait lists will have an expiration date of exactly 2 months from the date of being wait listed. To extend your time on the WL an additional 2 months you must contact us no earlier than 10 days before the expiration date. This measure is to help prevent students on wait lists from missing out on classes by eliminating the people who are no longer interested and/or have already gotten in on a different day/time. **Class Deposits are non-transferable or refundable.**

MOVE UPS: Once your child has achieved all the required skills to qualify for the next level our office staff will contact you with move-up options. All of our instructors are trained to challenge each child accordingly regardless the class they are in. Talk to your child's instructor to find out more information about your child's skills & progression.

AWARDS: To reward hard work and year round commitment, students that attend Fall I, Fall II, Winter & Spring sessions will receive a Gold Medal at the awards ceremony at the end of the Spring Session. Earn a trophy with 5 consecutive years enrolled, all ages & programs. Each child will receive an achievement ribbon at the end of each session. Ages 5 and up will also receive a progress report at the end of the Fall II & Spring Session.